



Release Notes 8.50

March 2026

1. New Features, Improvements & Changes

IPscape is proud to present a set of improvements to deliver a better experience to our clients. If you have any enquiries, please get in contact with our Service Desk team or your Account Manager.

Item	Component
<p>Improvements to Vault</p> <p>Custom column view settings configured by users (including added, removed, reordered, and sorted columns) are now retained after closing and reopening Vault.</p>	Vault

2. Bug Fixes

A variety of bug fixes were introduced in this new version. For more details, please get in contact with our customer support team.

Item	Component
Fixed an issue where labels added by agents to call recording bookmarks were not visible in Vault.	Vault
Fixed an issue in the <i>Schedules</i> module where user was able to set "To date" earlier than the "From date."	Workspace
Fixed an issue where the "Wrap Code" field defaulted to "New Record" when selecting <i>Advanced Search</i> in the <i>Leads</i> module of a campaign. The "Wrap Code" field now defaults to "Select."	Workspace
Fixed an issue where the <i>Delete</i> option incorrectly appeared for transfers in the <i>Unassigned</i> tab of the <i>Campaign Transfer</i> module (beyond the 50th record); it now correctly displays the <i>Assign</i> option instead.	Workspace
A confirmation prompt has been added when creating or adding an Email Channel using the Microsoft Exchange Online User option. When configuring the sender or receiver and proceeding with validation, users must now confirm the action before it is completed. This enhancement helps prevent accidental configuration changes.	Workspace

Fixed an issue where an API error occurred after a sent inbound email was marked as unactioned and transferred to another campaign, preventing agents from replying to or forwarding the email.	Agent Toolbar
Fixed an issue where the GET /platform-api/v3.0/leads and GET /platform-api/v3.0/lead/:leadId endpoints returned an empty array when no data fields were present. They now return an empty object ("dataFields": {}) instead.	Platform API
Fixed an issue for the POST/Lead and POST/Leads/bulk endpoints where leads submitted with valid but unsupported timezone formats were accepted but not allocated; such leads will now be correctly processed. The timezone value in the payload should be in the standard IANA format (e.g. Australia/Sydney).	Platform API
Fixed an issue in the <i>Activities by campaign</i> report for where the Total answered in (n seconds) and the % answered in (n seconds) were not displaying the correct values.	Live Reports

Plus, other minor bug fixes.

3. CTI V8 Integration files

The latest integration files for the following CRMs are available in below location:

CRM	Version	Integration file location
Salesforce	v1.0.7	https://developer.onipscape.com/integrations/8.19/salesforce/ips-sf-integration.v1.0.7.min.js
MS Dynamics	v1.0.9	https://developer.onipscape.com/integrations/8.19/dynamics/ips-dynamics-integration.v1.0.9.min.js
Zendesk	v1.0.4	https://developer.onipscape.com/integrations/8.19/zendesk/ips-zd-integration.v1.0.4.min.js
Service Now	v1.0.3	https://developer.onipscape.com/integrations/8.19/servicenow/ips-snow-integration.v1.0.3.min.js

We have also improved the method of integrating with the latest *CTI integration file version*. Users can now choose to setup their integration to be linked to the latest

available integration file versions without having to manually update the integration file when it is changed.

To setup your integration to automatically link to the latest integration file please update your CTI integration to use the below URLs:

CRM	Integration file location
Salesforce	https://developer.onipscape.com/integrations/latest/salesforce/ips-sf-integration.min.js
MS Dynamics	https://developer.onipscape.com/integrations/latest/dynamics/ips-dynamics-integration.min.js
Zendesk	https://developer.onipscape.com/integrations/latest/zendesk/ips-zd-integration.min.js
Service Now	https://developer.onipscape.com/integrations/latest/servicenow/ips-snow-integration.min.js